

Frequently Asked Questions (FAQs)

Question: How can I apply for the job at NBP?

Answer: Vacancies at NBP are announced through print media and other channels. Please follow the relevant channel for updates.

Question: I have applied for the job at NBP. I want to know the status of my job application?

Answer: The selection process at NBP comprises of various stages. Only successful applicants are notified by the HR Department.

Question: What are the guidelines/way forward for dependents of in-service deceased employees? (Guidelines, 2022)

Answer: GUIDELINES /WAY FORWARD FOR DEPENDENTS OF IN-SERVICE DECEASED EMPLOYEES-2022

- The Guidelines for appointment are applicable to Dependents (son/unmarried daughter or the spouse) of In-service deceased employee(s), in both regular and contractual.
- No Federal / Provincial Government quota will be applicable on the appointments made under the Guidelines, as neither the employee of NBP are 'Civil or Government Servants' nor the Bank has statutory rules of service.
- The Dependent of the deceased employee has to apply for the employment within six months, from the date of death of the employee.
- The minimum educational qualification for the Dependent is Bachelors' degree or equivalent qualification or higher qualification, from HEC recognized Institution and Boards.
- Age of Dependent shall be upto 30 years while the spouse of the deceased employee, may apply if she/he is below the age of superannuation.
- Dependent would be offered employment on Contract in the Bank as Officer Grade –III, subject to meeting the eligibility criteria mentioned in the Guidelines.
- The particulars of the Dependent(s), verification of family details would be verified by the Human Resource Governance Division, HRM Group.
- Only one Dependent of the family shall be appointed under the Guidelines. If either of the Dependent is already working in NBP or elsewhere, in a formal employment, then the claim for appointment under the Guidelines, would not be applicable.
- Appointment would be made on occurrence basis with effect from October 28th 2022, as per criteria.
- On the recommendation by the Group Chief of the concerned Group, the Group Chief/Head, Human Resources Management Group, will be the authority to approve or decline the application under the Guidelines.
- Circular No. **HRM&AG/DEQ/2010/593**, dated January 11, 2010, and Circular No. **HRM&AG/DEQ/2011/1103** dated December 02, 2011 and any other Circular/ Guideline/ Memo/ Policy/ Corrigendum issued in the matter from time to time, stand revoked and discontinued.

Question: I am a retired NBP employee, facing issues with pension /arrears. Whom should I contact regarding my queries/complaints?

Answer: Mr. Shaikh Muhammad Shakeel, SVP, HRMG, NBP Head Office, Karachi email: shaikh.shakeel@nbp.com.pk has been designated as a Focal Person for grievances and complaints of the petitioners/pensioners.

Question: Queries by those engaged on outsourced basis with NBP.

Answer: The Outsourced staff are resources deployed by Service Provider on NBP site. Such resources are employees of the firms providing services to the bank and not employees of the Bank as accepted by them and they cannot claim employment/regularization of services in the bank. However, the Bank advertises positions whereby the outsourced resources are at liberty to apply. Further, for any other queries in this domain, please consult your Service Provider.

Question: Can I request for installation of new ATM or opening of new branch in my area?

Answer: For queries relating to new ATM /new Branch, kindly contact **Mr. Rehan Meer**, SVP/Divisional Head, Branch Network Planning at email: Rehan.meer@nbp.com.pk
Phone: 021-99220366

Question: ATM did not dispense cash but debited my account, where to lodge my complaint?

Answer: You are required to lodge your complaint on NBP helpline for resolution. As per the bank's process, depending on the nature of the complaint, the bank may require 7 working days for resolution of your issue. The bank will communicate the final response via recorded lines or SMS. In case of non-resolution of your issue you may lodge your complaint on PCP portal by mentioning helpline complaint number.

Question: How can I apply for loan? What are the requirements to get the loan?

Answer: Please visit nearest bank branch or visit our website www.nbp.com.pk for complete loan information. You may also contact 24/7 NBP helpline 111-627-627 for clarifications.

Question: I want to get my loan/markup amount write-off?

Answer: As per bank's credit policy the Bank has no authority to write off any loan amount or waive off any overdue mark up. Please consult your concerned branch for taking response on your query.

Question: Where can I find details regarding NBP EMV Debit Card?

Answer: Please click on the link given below

<https://www.nbp.com.pk/EMV-Debit-Card/ATMFaq.aspx>

Question: Where can I find details regarding NBP Digital Mobile App or Internet Banking?

Answer: Please click on the link given below

<https://www.nbp.com.pk/digital/faq.aspx>